

U.S. Department of State  
**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)				
1. Post <div style="text-align: center;"><u>Chisinau</u></div>	2. Agency Department of State	3a. Position Number		
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces <div style="text-align: center;">(Position Number) _____ (Title) _____ (Series) _____ (Grade)</div> <input checked="" type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain)				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	GSO Administrative Assistant			
b. Other				
c. Proposed by Initiating Office				
6. Post Title of Position ( <i>if different from official title</i> )		7. Name of Employee		
8. Office/Section		a. First Subdivision		
b. Second Subdivision		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position.  <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Employee</div>  <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Employee</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		10. This is a complete and accurate description of the duties and responsibilities of this position.  <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Supervisor</div>  <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Supervisor</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.  <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Chief or Agency Head</div>  <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Chief or Agency Head</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.  <div style="border-top: 1px solid black; margin-top: 20px;">Printed Name of Admin or Human Resources Officer</div>  <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Admin or Human Resources Officer</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		
13. Basic Function of Position  Incumbent provides primary administrative support for the General Services Office (GSO) and acts as customer service representative for both the ILMS (Integrated Logistics' Management System) and non ILMS routed requests. Position holder serves as the ILMS coordinator at Post, and is the primary point of contact for any ILMS related issues. Position provides instruction and support to ILMS users across modules including Ariba, Fleet Management Information System (FMIS) and Final Receipt/Asset Management. As the subject matter expert (SME) for ILMS related questions, employee monitors the approval flows in Ariba, updates user profiles, and notifies the ILMS Washington Customer Service Desk when a user arrives or departs the Mission. Incumbent retrieves and analyses ILMS metrics, and makes suggestions to improve procedures. Acts as Embassy Events Coordinator.				
14. Major Duties and Responsibilities				

**GSO Administrative support:****40%**

Position holder performs a wide range of administrative duties to support GSO operations, including:

- makes appointments for the GSO,
- responds to basic questions from GSO customers on issues pertaining to procurement, customs & shipping, and travel, and is familiar with procedures in these offices.
- manages the GSO calendar.
- serves as a primary liaison with the Deputy Chief of Mission (DCM) and Chief of Mission (CM) Residences on routine and emergency work orders.
- serves as Time and Attendance Keeper for GSO Section: Collects Time and Attendance (T&A) data for GSO staff and enters into the T&A system in a timely manner.
- acts as the GSO unit primary sub cashier with a \$2,500 advance
- works with the GSO in updating the annual Crisis and Emergency Planning Application (CEPA) report.
- assists during VIP visits with setup and operation of Embassy control rooms; obtaining GSO services; hotel room accommodations.
- drafts correspondence (i.e. routine and non-technical letters, memorandums, telegrams, etc.)
- translates various documents and materials for the GSO section.
- receives all incoming documentation and distributes it to the appropriate functional areas.
- acts as Customer Service Representative for the Management Section.
- serves as Contracting Officer Representative (COR) for cafeteria services, which includes verifying that the Contractor meets the requirements of the agreement.
- administers Blanket Purchase Agreements for embassy required services.

**ILMS Coordinator****35%*****Quality Management and Strategic Planning:***

With minimal guidance from the General Services Officer, the incumbent develops and monitors the Mission Moldova specific operating procedures for the ILMS program and serves as support specialist to users of various ILMS modules. The ILMS coordinator will interact with each GSO subsection and customer/s to ensure proper and timely implementation of the ILMS. Employee will instruct and educate both users and customers on ILMS procedures, as well as analyze and troubleshoot different ILMS problems. This might involve making suggestions on how to fine-tune the ILMS procedures, or contacting Customer Service Desk, if the issue requires ILMS team involvement.

To accomplish above tasks, the ILMS coordinator performs following duties:

- develops and puts into practice a customer-focused ILMS support strategy
- analyzes results and trends in the management reports, such as the Procurement Cycle Time report, to identify problem areas in service delivery.
- works with the GSO section to develop solutions to more efficiently meet customer needs.
- serves as an advocate for Mission Chisinau's ILMS needs to the Washington DC ILMS team. Including: identification and escalation of software issues, the escalation of enhancement requests and corresponding requirements along with request for new or enhanced reporting.
- coordinates with involved parties changes in processes
- updates supporting documentation and communicates any changes to the user community.

***ILMS Customer Service and Training:***

Incumbent is responsible for providing user support and conducting presentations to ILMS users. This includes, but is not limited to instructing new employees how to use the system, introducing new material, and methods to extract the maximum usage out of the program.

***Knowledge Management:***

Incumbent is responsible for collecting, updating, archiving and disseminating the ILMS guidance. Incumbent maintains General Service procedures and policies, as well as drafts and suggests new ones in response to new initiatives or mandates that relate to the ILMS program. The coordinator will work with the ILMS Customer Service Desk to ensure that Mission Moldova documents are available on "Ask ILMS" when applicable.

**Events Coordinator:****20%**

Serves as primary point of contact for booking and coordinating setup for events taking place at Embassy Compound and CMR, including the 4th of July reception. Works with Facilities, GSO, Regional Security Office, Information Resource Management, and other sections as needed to arrange logistical support for events and will often serve as a liaison between these sections and the event planner/requesting office. Meets with event planners and provides them with guidance and advice on space planning, room use, event setup, and organization based on the nature of the event, size, purpose, and space capabilities, support offices as needed to ensure proper setup. Oversees event setup and is often on hand throughout major events to monitor logistics and troubleshoot during events. Enters/Tracks events into Embassy Event Calendar.

**Other duties****5%**

Performs other duties as assigned or needed, including: back-up to Travel Assistant

\*\*Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. Qualifications Required For Effective Performancea. Education:

Completion of two years of college or university studies is required.

b. Prior Work Experience:

Two years of experience in progressively challenging positions in administration, office management, or customer service is required.

c. Post Entry Training:

Department of State online ILMS training, online and on the job cashier training, training as Contracting Officer Representative (COR).

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

Level IV (Fluent) speaking/reading/writing English, Romanian and Russian is required.

e. Job Knowledge:

Must be able to gather facts and analyze results relevant to specific issues and draw conclusions, make recommendations for action that are in line with FAM/FAH guidelines, Post SOPs and other relevant guidance. Employee must be familiar with qualitative and quantitative analysis techniques. Must develop knowledge and skill set to serve as Post's Subject Matter Expert (SME) on ILMS.

f. Skills and Abilities:

Must have a working understanding of a customer support, inventory management, and procurement activities, excellent interpersonal skills, and good briefing and writing skills. Must be proficient in Microsoft Office Suite and SharePoint. Must be able to work well with individuals across several offices.

16. Position Elementsa. Supervision Received:

Direct supervision is performed by GSO.

b. Supervision Exercised:

None

c. Available Guidelines:

US Code of Federal Regulations (CFR), Department of State Regulations and Post Mission policies, OMB and ICASS guidelines. Minimal policy and procedural guidance from the post management; the incumbent is expected to operate independently with only occasional direction on specific projects or special tasks.

d. Exercise of Judgment:

Is required to make professional judgment on which areas/ issues are crucial and require management's attention to ensure an effective quality management system. Given the autonomous nature of this position, the incumbent is expected to work independently and exercise sound judgment when recommending that the USG follow a particular course of action.

e. Authority to Make Commitments:

May have authority to commit the supervisor's time according to written and oral guidelines.

f. Nature, Level and Purpose of Contacts:

Has ongoing independent contacts with users and customers within Embassy and EFM community. Majority of contacts fall within the Management section. Will have working to mid-level contacts in outside organizations, entities, diplomatic corps, etc. Also communicates with associated ILMS offices in Washington.

g. Time Expected to Reach Full Performance Level:

One Year